



Valuing Differences

An Introduction to Multiculturalism

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Valuing Differences

Builds upon the “Golden Rule” which is:
“Treat others as you would want them to treat you.”

For the multiculturalist the
Golden Rule becomes a
“Platinum Rule” which is:

“Treat others as they would want to be treated by
you.”




Underlying Principles

- ✓ Differences Exist
- ✓ Differences are good
- ✓ Unjust treatment of differences exist
- ✓ Changing unjust treatment of differences can be learned by everyone
- ✓ Unjust treatment of differences will not be tolerated



Multiculturalism in Human Services Means That...

- ❖ You are a student of your own ethnicity and culture
- ❖ You understand and accept your heritage as personally and as objectively as possible
- ❖ You study other cultures to appreciate and understand them
- ❖ You will be able to change your perspectives
- ❖ You can view life through the lens of another ethnic/cultural group
- ❖ You refine and modify interventions to become compatible with others' values and expectations
- ❖ You are aware of any biases, stereotypes, and prejudices of your own or of others
- ❖ Thus aware, you reduce, eliminate or set aside any attitudes that may interfere with a positive relationship

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- Multicultural professionals can walk in the shoes of others without tripping
 - They see the world through the lens of other cultural perspectives, without losing themselves
 - Each of us lives in a cultural bubble
 - A multiculturalist is a person who can enter another person's bubble without bursting it



What is Culture?

Culture is the total sum of learned standards of behavior transmitted by Customs, Values, Languages, and Institutions. It is the lens through which I determine:

What was ...

What is...

What will be...



Factors that Interact with the Influence of Ethnic and Cultural Identity

- ❖ Regional Labels
- ❖ Generalizations about groups/peoples
- ❖ Socioeconomic status
- ❖ Length of residence in region or country
- ❖ Geography (region type)
- ❖ Age
- ❖ Gender
- ❖ Education (formal vs. informal)
- ❖ Religion
- ❖ Language
- ❖ Ability or disability
- ❖ Racial background
- ❖ Ethnic background
- ❖ Within group differences
- ❖ All of these variables are generally formed by the time a person reaches her/his 7th birthday.



To Work Effectively With Persons From Diverse Cultures and Backgrounds We Must:

- Be clear about our cultural and individual identity, and work at ways to:
 - Respect other's differences
 - Attempt to understand the differences brought by others and their contributions
 - Help bring forth the cultural and diversity strengths of others
 - Help bring forth our own personal cultural and diversity strengths for the benefit of all



What is Cultural Competence?

Cultural competence is the process of developing the skills necessary to enable positive staff relationships and to provide culturally relevant services to all clients/ customers in diverse settings and situations.



System Competencies Required To Create An Anti-Bias Environment

Adaptability: System/Individuals can modify current practices

Interdependence: System/individuals components cooperate

Introspection: System/Individuals can study itself and change to meet the challenges of working with and serving diverse members of society

Responsiveness: System/Individuals incorporates what is needed to effect positive outcomes



Communication

- ❖ Breach of courtesy conventions: Don't ignore courtesy standards (pragmatics)
- ❖ Different perceptions of thought sequencing: Chit chat style vs. direct approach
- ❖ Time/phrasing of questions for information: When to get down to business or discuss some more
- ❖ Differences in argument or discussion style: Persuasion vs. confrontational



“If you want to know
what water is, why is the
fish the last one
you ask?”

A Chinese Proverb